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**RELATIONSHIP BETWEEN SAFETY CLIMATE AND SAFETY
PERFORMANCE AMONG FIBRE OPTIC CABLE MANUFACTURING
EMPLOYEES IN SELANGOR**

By

MUHAMMAD FADHIL BIN MOHD ARIS



**Thesis Submitted to
Othman Yeop Abdullah Graduate School
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Master of Science in Occupational Safety and Health Management**



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ABSTRACT

Since early 1980s manufacturing industries in Malaysia has shown tremendous growth when there are some transformations occurred into the industrial-based economy from the predominantly agricultural economy. This also has concurrently affected the numbers of occupational accident from year to year positively where in year 2018 alone, Malaysia manufacturing sector hold the highest numbers occupational accident with total of 3,228 cases compared to year 2017 with total 2,178 cases of occupational accident. Therefore, it is very important to identify and examine the predictors that has the most influence to the safety performance. This study attempts to determine the predictors of safety performance among fiber optic cable manufacturing employees in Selangor inclusive of management commitment, safety rules and procedures, safety training and safety communication and feedbacks. Data collections for this study were made through a set of questionnaires given to the only two fiber optic cable manufacturing company employees available in Selangor which comprised of 272 employees. Statistical Package for the Social Sciences (SPSS) version 25 software was used in this study in determining the acceptance of the identified hypotheses made specifically for the study. The findings resulted in there is a positive relationship between management commitment and safety performance; safety rules and procedure and safety performance; safety training and safety performance; as well as safety communication and feedback and safety performance. The independent variables for management commitment and safety training found to be influence the dependent variables (safety performance). However, the independent variables for safety rules and procedure and safety communication and feedback did not influence safety performance. With limited resource and literature in the study findings, to some extent have contributed in the understanding of the relationship between safety climate and safety performance among fibre optic cable manufacturing employees in Selangor and developing and expanding the knowledge within the scope of safety practices in Malaysia landscape.

Keywords: management commitment, safety rules and procedures, safety training, safety communication and feedbacks and safety performance

ABSTRAK

Sejak awal tahun 1980-an industri pembuatan di Malaysia telah menunjukkan pertumbuhan yang besar apabila terdapat beberapa transformasi yang berlaku dalam ekonomi berasaskan perindustrian dari ekonomi yang kebanyakannya pertanian. Ini juga telah menjejaskan bilangan kemalangan pekerjaan dari tahun ke tahun secara positif di mana pada tahun 2018 sahaja, sektor pembuatan Malaysia mengekalkan bilangan tertinggi kemalangan pekerjaan dengan jumlah sebanyak 3,228 kes berbanding tahun 2017 dengan jumlah 2,178 kes kemalangan pekerjaan. Oleh itu, sangat penting untuk mengenal pasti dan meneliti peramal yang mempunyai pengaruh paling besar terhadap prestasi keselamatan. Kajian ini bertujuan untuk menentukan peramal prestasi keselamatan dalam kalangan pekerja pembuatan kabel gentian optik di Selangor termasuk komitmen pengurusan, peraturan keselamatan dan prosedur, latihan keselamatan, komunikasi keselamatan dan maklum balas. Pengumpulan data dilakukan dengan menggunakan borang soal selidik yang diberikan kepada pekerja bagi 2 buah syarikat pembuatan kabel gentian optik di Selangor yang merangkumi 272 orang pekerja. “Statistical Package for the Social Sciences” (SPSS) versi 25 telah digunakan untuk mengenalpasti penerimaan hipotesis kajian yang dibuat khas dalam kajian ini. Kajian mendapati terdapat hubungan positif antara komitmen pengurusan dan prestasi keselamatan; peraturan keselamatan dan prosedur dan keselamatan; latihan keselamatan dan prestasi keselamatan; serta komunikasi keselamatan dan maklum balas dan prestasi keselamatan. Pembolehubah bebas untuk komitmen pengurusan dan latihan keselamatan didapati mempengaruhi pembolehubah bergantung (prestasi keselamatan). Walau bagaimanapun, pembolehubah bebas untuk peraturan keselamatan dan prosedur dan komunikasi dan maklum balas keselamatan tidak mempengaruhi prestasi keselamatan. Dengan sumber dan kesusasteraan yang terhad dalam penemuan kajian, sedikit sebanyak telah menyumbang kepada pemahaman tentang hubungan antara iklim keselamatan dan prestasi keselamatan dalam kalangan pekerja pembuatan kabel gentian optik di Selangor dan mengembangkan dan memperluaskan pengetahuan dalam skop amalan keselamatan di Malaysia.

Kata kunci: komitmen pengurusan, peraturan keselamatan dan prosedur, latihan keselamatan, komunikasi keselamatan dan maklum balas dan prestasi keselamatan

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The greatest asset for the organization is the employee because the most important component of the organization is the workforce (Mohamad, 2011). Moreover, the organizations would not able to achieve all the organizational goals, cannot produce the business result, and neither to meet their financial goals (Johanim, 2012). Mohamad (2011) also state that without a strong workforce which will play their roles and responsibilities, a profit-making company it is impossible for them to achieve their organizational or business goals.

Safety performance indicators basically can be classified into two basic understanding inclusive of safety participation and safety compliance (Neal & Griffin, 2002; Zahoor, 2002). Safety compliance appeared as the compulsory safety actions which required to be done in a whole in order to obtain and retain a safe workplace (Bottani, Monica & Vignali, 2009). These so call the compulsory safety actions inclusive of obeying with the established organization's safety rules and procedure and the appropriate usage of personal protective equipment (Neal & Griffin, 2002).

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SURVEY QUESTIONNAIRE FOR THE MASTER OF SCIENCE IN OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT (MOSHM) / SOAL SELIDIK TINJAUAN UNTUK YANG SARJANA SAINS DALAM PENGURUSAN KESELAMATAN DAN KESIHATAN (MOSHM)

Title of Research : Relationship Between Safety Climate and Safety Performance Among Fibre Optic Cable Manufacturing Employees in Selangor.

Tajuk Penyelidikan : Hubungan Antara Iklim Keselamatan Dan Prestasi Keselamatan Dalam Kalangan Pekerja Pembuatan Kabel Gentian Optik di Selangor.

Dear Sir / Madam / Miss, Tuan/ Puan / Cik,

Thank you for agreeing to participate in this research.

I'm currently conducting a study on the "*Relationship between safety climate and safety performance among fibre optic cable manufacturing employees in Selangor*". Therefore, I would appreciate if you could answer all of the questions in the survey as the information you provide will influence the accuracy and success of this research. It will take less than 15 minutes to complete the questionnaire. Please note that response gathered will be treated in the strictest confidence and will be used for academic purpose only.

If you have any question regarding this research, you may forward them to me at the contact below.

Researcher:

Muhammad Fadhil Bin Mohd Aris
Master student of Occupational Safety and Health Management
University Utara Malaysia, Kuala Lumpur (fadhilaris89@gmail.com)

Thank you for your time and cooperation in answering this questionnaire.

Terima kasih kerana bersetuju untuk mengambil bahagian di dalam soal selidik ini.

Saya sedang menjalankan kajian tentang “Hubungan antara iklim keselamatan dan prestasi keselamatan dalam kalangan pekerja pembuatan kabel gentian optic di Selangor”. Oleh yang demikian, saya amat berbesar hati sekiranya anda boleh menjawab semua soalan di dalam kajian ini kerana setiap informasi yang anda beri akan mempengaruhi ketepatan serta kejayaan kajian ini. Soal selidik ini akan mengambil masa kurang dari 15 minit untuk menjawab kesemua soalan. Sila ambil perhatian bahawa maklumat yang diberi dianggap sebagai sulit dan akan digunakan untuk tujuan penyelidikan sahaja.

Sekiranya anda mempunyai sebarang pertanyaan berkaitan kajian ini, sila hubungi saya seperti maklumat yang tertera dibawah.

Penyelidik:

Muhammad Fadhil Bin Mohd Aris
Sarjana Sains Dalam Pengurusan Keselamatan Dan Kesihatan
Universiti Utara Malaysia, Kuala Lumpur (fadhilaris89@gmail.com)

Terima kasih untuk masa dan kerjasama anda untuk menjawab kajiselidik ini.



Section A: Demographic Profile

Please tick (✓) the answer as above scale
Sila tanda (✓) pada jawapan seperti skala di atas.

1. Gender (*Jantina*):

Male (*Lelaki*)

Female (*Wanita*)

2. Age (*Umur*):

18 to 23 years old (*18-23 tahun*)

24 to 29 years old (*24-29 tahun*)

30 to 35 years old (*30-35 tahun*)

More than 35 years old (*Lebih 35 tahun*)

3. Marital Status (*Taraf Perkahwinan*):

Married (*Berkahwin*)

Unmarried (*Bujang*)

4. Educational Qualifications (*Taraf Pendidikan*):

Certificate (*Sijil*)

Diploma (*Diploma*)

Degree (*Ijazah Sarjana Muda*)

Master (*Ijazah Sarjana*)

PHD (*Doktor Falsafah*)

5. Occupation (*Pekerjaan*):

Manager (*Pengurus*)

Executive (*Eksekutif*)

Technician (*Juruteknik*)

General Worker (*Pekerja Am*)

6. How long have you worked in this organization?
(*Berapa lamakah anda bekerja di organisasi ini?*)

Less than 1 year (*Kurang dari 1 tahun*)

1-3 years (*1-3 tahun*)

More than 3 years (*lebih dari 3 tahun*)

Section B:

For each of the following statement, please read carefully and then indicate the extent to which you agree or disagree by tick (✓) the number on a scale of 1 (Strongly disagree) to 6 (Strongly agree) according to your knowledge as an employee of this company.

Merujuk pernyataan di bawah sila baca setiap kenyataan dengan teliti dan kemudian tunjukkan sejauh mana anda bersetuju atau tidak setuju dengan tanda semak (✓) nombor pada skala 1 (Sangat tidak setuju) hingga 6 (Sangat setuju) merujuk kepada pengetahuan anda sebagai pekerja di syarikat ini.

1	2	3	4	5	6
Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Sangat Tidak Setuju	Tidak Setuju	Agak Tidak Setuju	Agak Setuju	Setuju	Sangat Setuju

Management Commitment <i>Pengibatan Pihak Pengurusan</i>	1	2	3	4	5	6
1. Safety is given high priority by the management. <i>Pihak pengurusan memberi keutamaan kepada keselamatan.</i>						
2. Safety rules and procedures are strictly followed by the management. <i>Peraturan dan prosedur keselamatan dipatuhi dengan tegas oleh pihak pengurusan.</i>						
3. Corrective action is always taken when the management is told about unsafe practices. <i>Tindakan pembetulan sentiasa diambil oleh pihak pengurusan apabila tingkahlaku tidak selamat dilaporkan.</i>						
4. In my workplace managers/supervisors do not show interest in the safety of workers. <i>Di tempat kerja saya, pegurus dan supervisor tidak menunjukkan minat terhadap keselamatan pekerja.</i>						
5. Management considers safety to be equally important as production. <i>Pengurusan mengambilkira keselamatan seperti sama penting dengan production (pengeluaran).</i>						

1	2	3	4	5	6
Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Sangat Tidak Setuju	Tidak Setuju	Agak Tidak Setuju	Agak Setuju	Setuju	Sangat Setuju

Management Commitment <i>Pengibatan Pihak Pengurusan</i>	1	2	3	4	5	6
6. Members of the management do not attend safety meetings. <i>Wakil Pengurusan tidak menghadiri mesuarat keselamatan.</i>						
7. I feel that management is willing to compromise on safety for increasing production. <i>Saya berpendapat bahawa pengurusan sanggup mengkompromisi isu keselamatan demi pengeluaran.</i>						
8. When near-miss accidents are reported, my management acts quickly to solve the problems. <i>Apabila terjadi keadaan hamper kemalangan, pihak majikan mengambil tindakan penyelesaian dengan segera.</i>						
9. My company provides sufficient personal protective equipment for the workers. <i>Majikan menyediakan alat alat dan pakaian keselamatan yang mencukupi kepada perkerja</i>						

Safety Rules and Procedures <i>Peraturan dan Prosedur Keselamatan</i>	1	2	3	4	5	6
1. The safety rules and procedures followed in my company are sufficient to prevent incidents occurring. <i>Peraturan dan prosedur keselamatan yang diikuti di syarikat saya adalah mencukupi untuk mencegah kemalangan.</i>						

1	2	3	4	5	6
Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Sangat Tidak Setuju	Tidak Setuju	Agak Tidak Setuju	Agak Setuju	Setuju	Sangat Setuju

Safety Rules and Procedures <i>Peraturan dan Prosedur Keselamatan</i>	1	2	3	4	5	6
2. The facilities in the safety department are not adequate to meet the needs of my organization. <i>Kelengkapan didalam jabatan keselamatan tidak mencukupi untuk memenuhi keperluan syarikat.</i>						
3. My supervisors and managers always try to enforce safe working procedure. <i>Penyelia dan pengurus saya sentiasa cuba untuk melaksanakan procedure kerja yang selamat</i>						
4. Safety inspections are carried out regularly. <i>Pemeriksaan keselamatan kerap dilakukan.</i>						
5. The safety procedures and practices in this organization are useful and effective. <i>Prosedur dan amalan keselamatan di organisasi ini sangat berguna dan berkesan.</i>						

Safety Training <i>Latihan Keselamatan</i>	1	2	3	4	5	6
1. My company gives comprehensive training to the employees in work place health and safety issues. <i>Syarikat saya memberi latihan komprehensif kepada pekerja tentang keselamatan di tempat kerja.</i>						
2. Newly recruits are trained adequately to learn safety rules and procedures. <i>Pekerja baru dilatih dengan secukupnya tentang peraturan dan prosedur keselamatan.</i>						
3. Safety issues are given high priority in training programmes. <i>Isu isu keselamatan diberi keutamaan dalam program keselamatan.</i>						

1	2	3	4	5	6			
Strongly Disagree Sangat Tidak Setuju	Disagree Tidak Setuju	Slightly Disagree Agak Tidak Setuju	Slightly Agree Agak Setuju	Agree Setuju	Strongly Agree Sangat Setuju			
Safety Training <i>Latihan Keselamatan</i>			1	2	3	4	5	6
4. I am not adequately trained to respond to emergency situations in my work place. <i>Saya tidak dilatih dengan secukupnya untuk bertindak dalam keadaan kecemasan di tempat kerja saya.</i>								
5. Management encourages the workers to attend safety training programmes. <i>Pihak pengurusan mengalok pekerja menghadiri program latihan.</i>								
6. Safety training given to me is adequate to enable me to access hazards in workplace. <i>Latihan keselamatan yang diberikan adalah mencukupi untuk menaksir hazard di tempat kerja.</i>								
Safety Communication and Feedback <i>Komunikasi Keselamatan dan Maklumbalas</i>			1	2	3	4	5	6
1. My company doesn't have a hazard reporting system where employees can communicate hazard information before incidents occur. <i>Syarikat saya tidak mempunyai sistem untuk melaporkan hazard keselamatan dimana pekerja boleh berkomunikasi tentang hazard keselamatan sebelum sebarang insiden berlaku.</i>								
2. Management operates an open-door policy on safety issues. <i>Pengurusan melaksanakan polisi pintu terbuka dalam hal-hal yang berkaitan dengan keselamatan.</i>								
3. There is sufficient opportunity to discuss and deal with safety issues in meetings. <i>Terdapat peluang yang mencukupi untuk membincang dan menyelesaikan perkara-perkara keselamatan dalam mesyuarat.</i>								

1	2	3	4	5	6			
Strongly Disagree Sangat Tidak Setuju	Disagree Tidak Setuju	Slightly Disagree Agak Tidak Setuju	Slightly Agree Agak Setuju	Agree Setuju	Strongly Agree Sangat Setuju			
Safety Communication and Feedback <i>Komunikasi Keselamatan dan Maklumbalas</i>			1	2	3	4	5	6
4. The target and goals for safety performance in my organization are not clear to the workers. <i>Sasaran dan matlamat untuk pencapaian keselamatan di dalam syarikat saya tidak jelas kepada pekerja.</i>								
5. There is open communications about safety issues in this work place. ³ <i>Terdapat komunikasi terbuka tentang isu isu keselamatan di syarikat ini.</i>								

Safety Compliance <i>Kepatuhan Keselamatan</i>	1	2	3	4	5	6
1. I use all necessary safety equipments to do my job. <i>Saya menggunakan semua alat alat keselamatan untuk membuat kerja.</i>						
2. I carry out my work in a safe manner. <i>Saya melaksanakan tugas dengan selamat.</i>						
3. I follow correct safety rules and procedures while carrying out my job. <i>Saya mengikut peraturan dan prosedur keselamatan semasa menjalankan kerja saya.</i>						
4. I ensure the highest levels of safety when I carry out my job. <i>Saya pastikan tahap keselamatan yang paling tinggi semasa menjalankan kerja saya.</i>						
5. Occasionally due to lack of time, I deviate form correct and safe work procedures. <i>Kadangkala saya sisih dari prosedur kerja selamat oleh kerana kesuntukan masa.</i>						

1	2	3	4	5	6
Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Sangat Tidak Setuju	Tidak Setuju	Agak Tidak Setuju	Agak Setuju	Setuju	Sangat Setuju

Safety Compliance <i>Kepatuhan Keselamatan</i>	1	2	3	4	5	6
6. Occasionally due to over familiarity with the job, I deviate from correct and safe work procedures. <i>Kadangkala saya sisih dari prosedur kerja selamat oleh kerana sangat biasa dengan kerja.</i>						
7. It is not always practical to follow all safety rules and procedures while doing a job. <i>Mengikut peraturan keselamatan dan prosedur kerja adalah tidak praktikal untuk setiap masa.</i>						

Safety Participation <i>Penyeriaan Keselamatan</i>	1	2	3	4	5	6
1. I help my co-workers when they are working under risky or hazardous conditions. <i>Saya membantu rakan sekerja ketika mereka bekerja dalam keadaan berisiko atau berbahaya.</i>						
2. I always point out to the management if any safety related matters are noticed in my company. <i>Saya selalu merujuk kepada pihak pengurusan jika terdapat apa-apa perkara yang berkaitan dengan keselamatan dalam</i>						
3. I put extra effort to improve the safety of the workplace. <i>Saya berusaha sedaya-upaya menambahbaik aspek keselamatan di tempat kerja.</i>						

1	2	3	4	5	6
Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
Sangat Tidak Setuju	Tidak Setuju	Agak Tidak Setuju	Agak Setuju	Setuju	Sangat Setuju
4. I voluntarily carry out tasks or activities that help to improve workplace safety. <i>Saya secara sukarela melaksanakan tugas atau aktiviti untuk menambahbaik aspek keselamatan di tempat kerja.</i>					
5. I encourage my co-workers to work safely. <i>Saya menggalakkan rakan sekerja saya untuk bekerja dengan selamat.</i>					

– END OF QUESTIONNAIRE. THANK YOU FOR YOUR COOPERATION –
– SOALAN TAMAT. TERIMA KASIH DIATAS KERJASAMA ANDA –

